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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicant: CHARLES E. REDDICK ET AL. )  
Serial No. 09/898,573 ) Group Art Unit: 2191  
Filed: July 3, 2001 ) Examiner: T.T. Vo  
For: SOFTWARE SUPPORT GUIDE SYSTEM )  
AND METHOD )

DUE  
2/14/07

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Charles E. Reddick  
Signature name 1-25-07  
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Commissioner for Patents  
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**RESPONSE TO OFFICE ACTION IN CONJUNCTION WITH RCE**

Applicants respectfully request consideration of the following amendments and remarks contained herein in response to the Office Action mailed July 25, 2006, in conjunction with the filing of a Request for Continued Examination. Applicants respectfully submit that the amendments and remarks contained herein place the instant application in condition for allowance.